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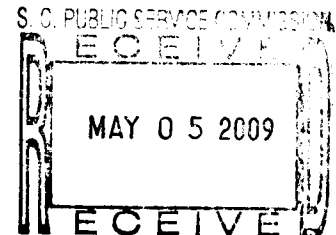
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DAN F. ARNETT
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May 4, 2009

Mr. Charles L. A. Terreni
Chief Clerk/Administrator
Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210



RE: Complaint of Nicole Witham


Dear Mr. Terreni:

The South Carolina Office of Regulatory Staff ("ORS") is in receipt of the letter from the Public Service Commission of South Carolina ("Commission") dated April 14, 2009, by which the Commission transmitted documents from Ms. Nicole Witham to the ORS. By its letter, the Commission requested information concerning ORS' investigation of Ms. Witham's complaint.

On March 30, 2009, Ms. Witham telephoned the ORS through the toll-free number to register a complaint related to a notice of disconnection of water service. The notice of disconnection stated that the water service would be discontinued as of ninety (90) days from the January 13, 2009 letter. The owner of the well, Mr. Howard Burton, does not hold a certificate from the Commission to operate as a water utility. ORS staff discussed the matter with the owner of the well who had supplied water to Ms. Witham and relayed the response obtained to Ms. Witham. As with all inquiries or complaints, the ORS Consumer Services Investigator informed Ms. Witham that if she disagreed with the response obtained by the ORS that she could file a complaint with the PSC.

Upon receipt of the PSC's April 14, 2009 letter, the ORS staff attempted to bring a resolution to this matter, but a resolution has not been reached. The owner of the well did grant a thirty (30) day extension on his deadline to disconnect while ORS tried to obtain resolution of the matter. As Ms. Witham has filed her complaint with the Commission and in order to avoid delay to both parties, I am returning Ms. Witham's letter and attachments to the Commission for processing as the Commission deems appropriate.

Sincerely,

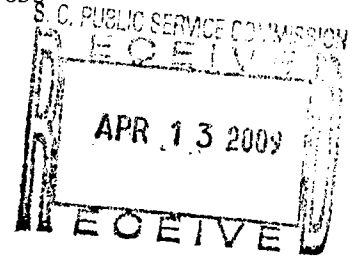


Florence P. Belser

Enclosure (as stated)

cc: Ms. Nicole Witham
Mr. Howard Burton
Robert L. Waldrep, Esquire

April 9, 2009
Keith A. Taylor
2982 Lake Secession Rd
IVA, SC 29655



SC Public Service
PO Box 11649
Columbia, SC 29211

Dear Commission,

We are filing this complaint due to our water being disconnected on April 17, 2009 by Mr. and Mrs. Howard Burton. We purchased two acres of land from Mr. and Mrs. Burton in 1999 with water supplied to our home. A lady, which turned out to be Mrs. Edna Burton pulled in our yard and asked why we haven't been paying our water bill. At the present time we had a post office box and were unaware of the bill. Mrs. Burton said the bill was in our mailbox and that her and her husband was our water company providers. We immediately started paying them our water bill, which at the present time; the fee was \$20.00 dollars. Lightning had hit the pump on the well and Mr. and Mrs. Burton changed our fee from \$20.00 to \$30.00 to pay for the pump.

DHEC has the well listed as a public water system and said that we are listed as Lot 1 of Burton Mobile Home Park. They are also wanting to leave there water lines running through our properties after Mr. and Mrs. Burton turn our water off. Mr. and Mrs. Burton are cutting us off due to saying that there not getting a long with us anymore. In December of 2008, Mr. and Mrs. Burton did contact Abbeville County law enforcement, which then Abbeville County contacted myself for permission to come on our property and I said it was okay to come and check the water. We have never denied Mr. and Mrs. Burton access to our property for water testing.

Our neighbors Mr. and Mrs. Crawley have also purchased 2.12 acres in 2006 that was already a home package with Mr. and Mrs. Burton supplying them with water also. There property is listed as Lot 3 of Burton Mobile Home Park with DHEC. They are being cut off from the water system on May 17, 2009 by Mr. and Mrs. Burton. They have been paying them \$30.00 a month, since they purchased there property in 2006. They also had to pay Mr. and Mrs. Burton a \$150 dollar water deposit due to the original home owner leaving without paying the rest of there water bill to Mr. and Mrs. Burton.

Originally there was 12 acres belonging to Mr. and Mrs. Burton located in Abbeville County, which they divided in to lots for selling. At the present time there are six rentals along with us and our neighbors on the water system. The well sits off of the road on McGill Circle, which is adjoining our properties. I have contacted Mr. Chad Campbell and he said the well is not regulated. I also spoke to Mrs. Alvarez and Mr. Richardson with your office about this matter. We feel that we have not been given sufficient time to get another water supply, especially with the way the economy is. Mr. and Mrs. Burton are planning to keep there well running after they cut all of us off. Mr. and Mrs. Burton are at there limit for water taps as you will be able to see in the enclosed documents.

We can be contacted at (864) 958-0738 and would appreciate any help in this terrible matter.

Sincerely,

Nicole Witham
Nicole Witham